

Enterprise Change Management Tool - Frequently Asked Questions

1. What is the ECM Tool?

The Enterprise Change Management Tool is a web-based application that allows Application Teams to submit formal Change Requests to FSA Data Centers (VDC). The Tool is the official FSA repository containing the data of record on all Enterprise Change Activity at the FSA Data Centers (VDC).

2. Do I need access to the Tool?

If you are a member of an application Team that coordinates change requests with the VDC, you should have access to the ECM Tool. Additionally, members of Data Centers that deal with requests submitted by application Teams and other Enterprise stakeholders who need to be aware of Change Activity should gain access to the ECM Tool.

3. How do I get access to the ECM Tool?

You must complete and submit the ECM Tool User ID Request Form (available via the ECM Support Repository). The Form is submitted/faxed to the ECM System Security Officer (SSO), Samson Abebe. Samson can be contacted at Samson.Abebe@ed.gov or 202.377.3532. Lorenzo Moore Lorenzo.moore@ed.gov or 202.377.3592 is the Alternate SSO.

4. Where can I get documentation on the Tool?

All ECM Documentation is available via the ECM Support Repository.

The repository via the Extranet, using the following URL, ID & Password.

URL: https://extranet.sfa.ed.gov/cio/products/it_management/projects.html

ID: sfapartner

Password: success

If you are on EDLAN, you can access the ECM Support Repository via the Intranet at the following URL:

http://fsanet/cio/products/it_management/projects.html

Is there training offered?

Yes, Training is offered on a regular basis. To find out when the next ECM Training is scheduled, contact Phillip Wynn, the ECM Tool Training Lead at 202.377.3586 or Lana Gourdine the Alternate Training Lead at 202.377.3535

5. How do I log-on to the Tool?

<http://www.fsatool.ed.gov>

If, however, that URL is inaccessible, try the following IP Addresses to gain access to the Tool:

<http://4.20.17.246> (if you are on the Accenture or ED LANs)

<http://198.77.203.140> (if you are remote from the Union Center Plaza Building)

Intranet: <http://4.20.17.200/cqweb>

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Internet: <http://198.77.203.135/cqweb>

If still unsuccessful, try the following URL or IP Address

<https://www.casetool.sfa.ed.gov/cqweb>

<https://4.20.15.228/cqweb>

<https://20.19.67.13/cqweb/logon/default>

If you still cannot gain access to the Tool, please notify one of the following:

Jay Niemczyk (202) 962-0757

Samson Abebe (202) 377-3532